FIG. 1

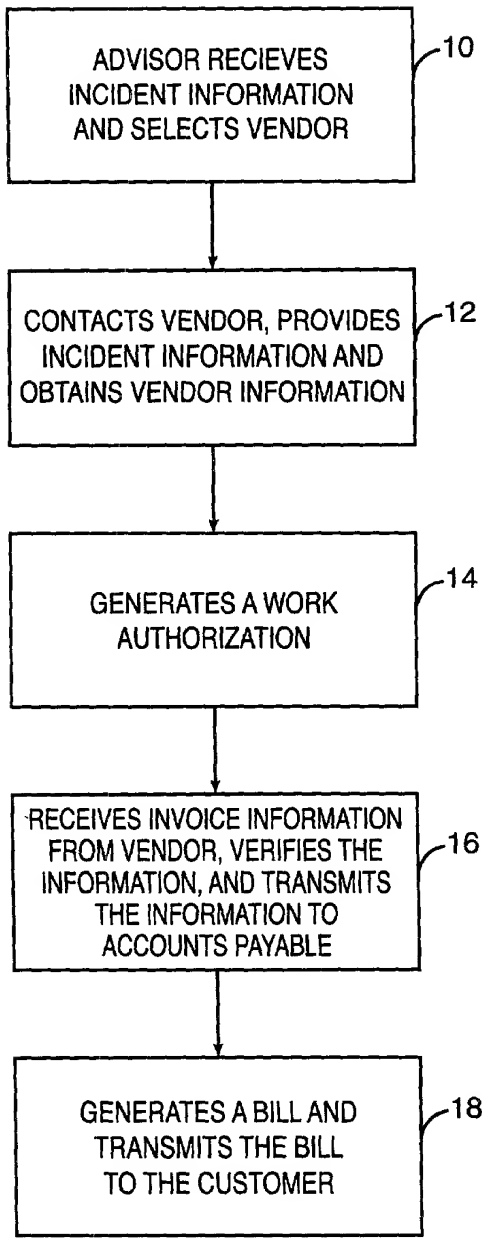
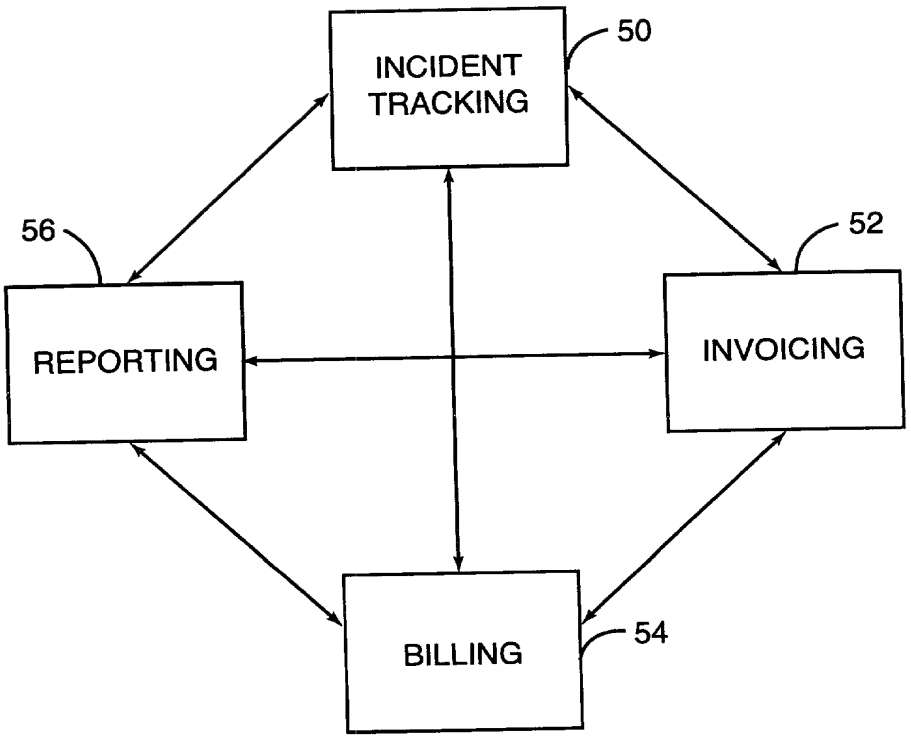

ADVISOR RECIEVES INCIDENT INFORMATION AND SELECTS VENDOR
10
CONTACTS VENDOR, PROVIDES INCIDENT INFORMATION AND OBTAINS VENDOR INFORMATION
12
GENERATES A WORK AUTHORIZATION
14
RECEIVES INVOICE INFORMATION FROM VENDOR, VERIFIES THE INFORMATION, AND TRANSMITS THE INFORMATION TO ACCOUNTS PAYABLE
16
GENERATES A BILL AND TRANSMITS THE BILL TO THE CUSTOMER
18

FIG. 2



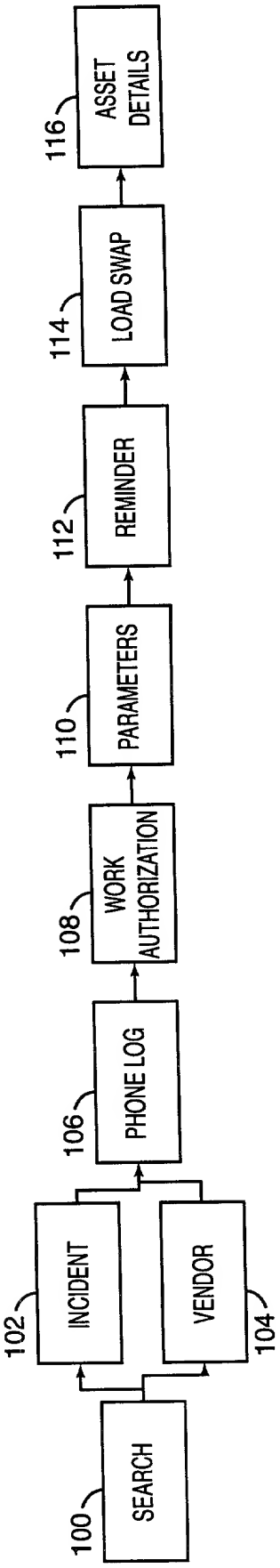

SEARCH
100
INCIDENT
102
VENDOR
104
PHONE LOG
106
WORK AUTHORIZATION
108
PARAMETERS
110
REMINDER
112
LOAD SWAP
114
ASSET DETAILS
116

FIG. 3

FIG. 4

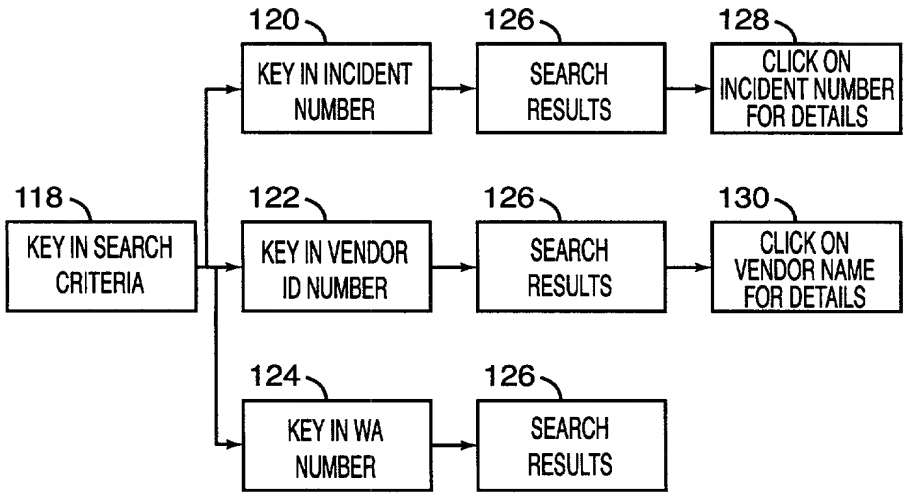
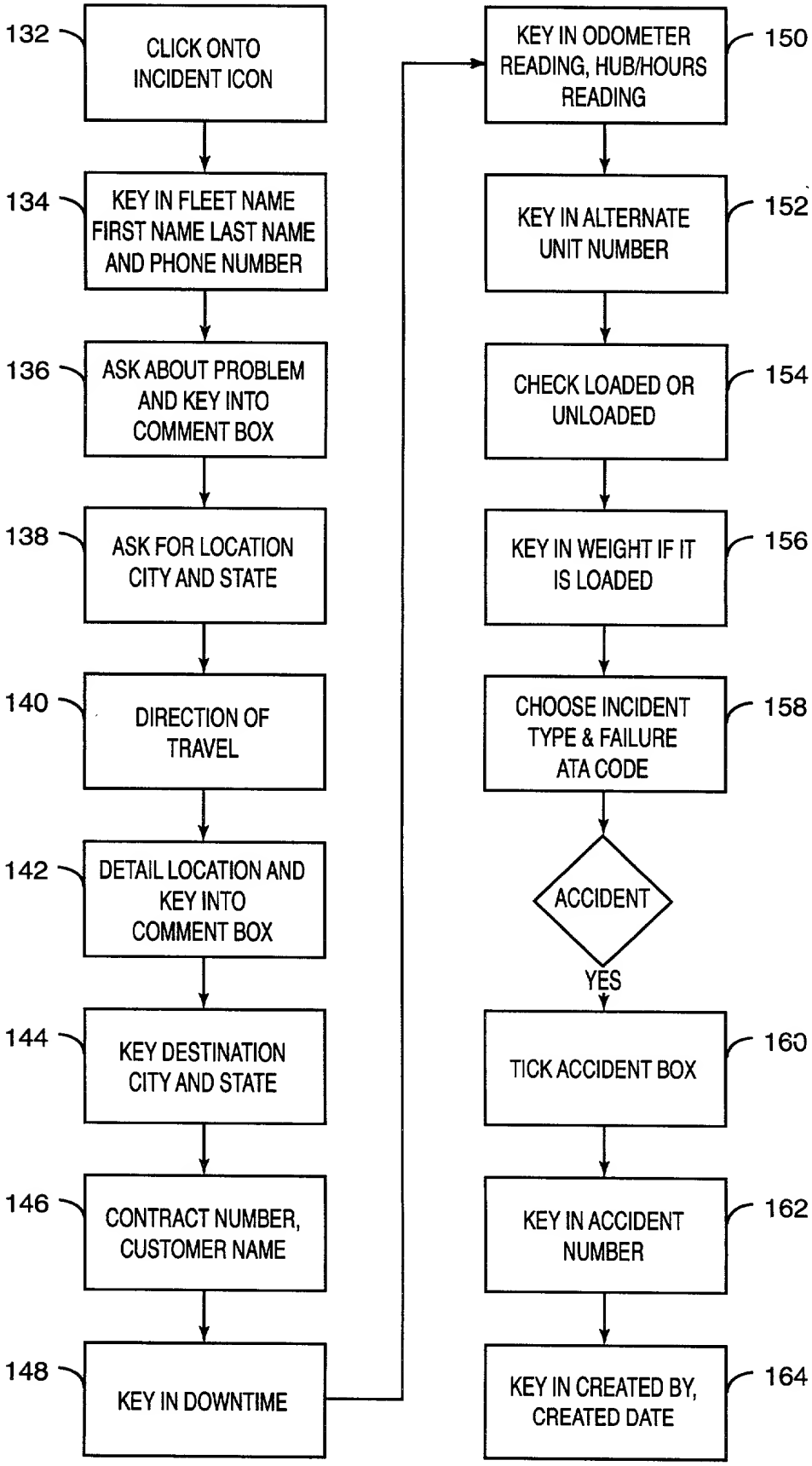
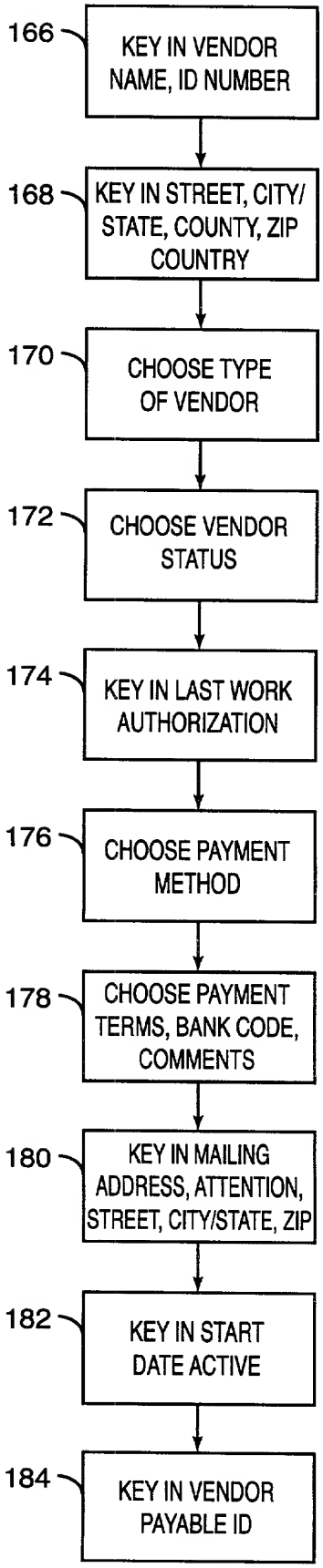

118
KEY IN SEARCH CRITERIA
120
KEY IN INCIDENT NUMBER
122
KEY IN VENDOR ID NUMBER
124
KEY IN WA NUMBER
126
SEARCH RESULTS
126
SEARCH RESULTS
126
SEARCH RESULTS
128
CLICK ON INCIDENT NUMBER FOR DETAILS
130
CLICK ON VENDOR NAME FOR DETAILS

FIG. 5


132
CLICK ONTO INCIDENT ICON
134
KEY IN FLEET NAME FIRST NAME LAST NAME AND PHONE NUMBER
136
ASK ABOUT PROBLEM AND KEY INTO COMMENT BOX
138
ASK FOR LOCATION CITY AND STATE
140
DIRECTION OF TRAVEL
142
DETAIL LOCATION AND KEY INTO COMMENT BOX
144
KEY DESTINATION CITY AND STATE
146
CONTRACT NUMBER, CUSTOMER NAME
148
KEY IN DOWNTIME
150
KEY IN ODOMETER READING, HUB/HOURS READING
152
KEY IN ALTERNATE UNIT NUMBER
154
CHECK LOADED OR UNLOADED
156
KEY IN WEIGHT IF IT IS LOADED
158
CHOOSE INCIDENT TYPE & FAILURE ATA CODE
ACCIDENT
YES
160
TICK ACCIDENT BOX
162
KEY IN ACCIDENT NUMBER
164
KEY IN CREATED BY, CREATED DATE

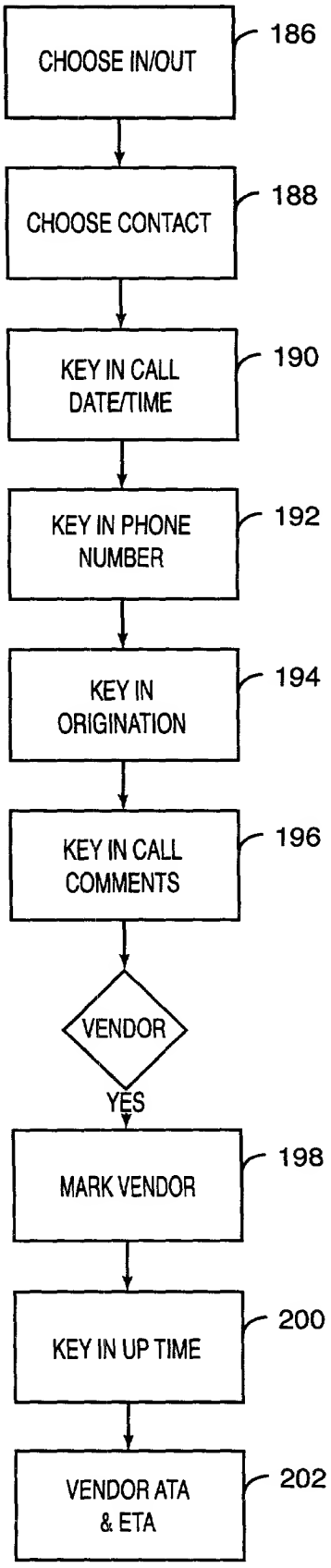
6/26

FIG. 6


166
KEY IN VENDOR NAME, ID NUMBER
168
KEY IN STREET, CITY/ STATE, COUNTY, ZIP COUNTRY
170
CHOOSE TYPE OF VENDOR
172
CHOOSE VENDOR STATUS
174
KEY IN LAST WORK AUTHORIZATION
176
CHOOSE PAYMENT METHOD
178
CHOOSE PAYMENT TERMS, BANK CODE, COMMENTS
180
KEY IN MAILING ADDRESS, ATTENTION, STREET, CITY/STATE, ZIP
182
KEY IN START DATE ACTIVE
184
KEY IN VENDOR PAYABLE ID

7/26

FIG. 7


CHOOSE IN/OUT
186
CHOOSE CONTACT
188
KEY IN CALL DATE/TIME
190
KEY IN PHONE NUMBER
192
KEY IN ORIGINATION
194
KEY IN CALL COMMENTS
196
VENDOR
YES
MARK VENDOR
198
KEY IN UP TIME
200
VENDOR ATA & ETA
202

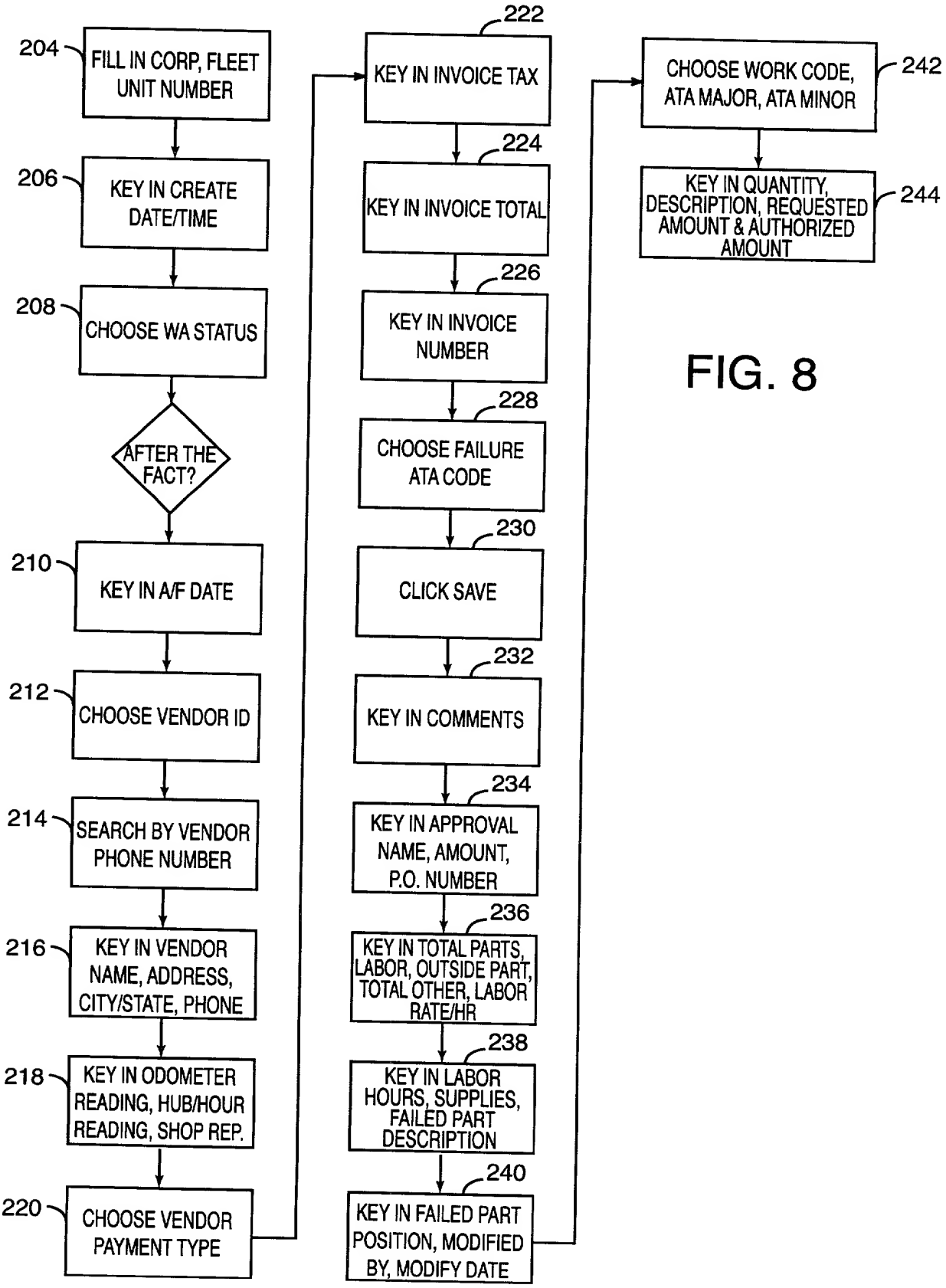

204
FILL IN CORP, FLEET UNIT NUMBER
206
KEY IN CREATE DATE/TIME
208
CHOOSE WA STATUS
AFTER THE FACT?
210
KEY IN A/F DATE
212
CHOOSE VENDOR ID
214
SEARCH BY VENDOR PHONE NUMBER
216
KEY IN VENDOR NAME, ADDRESS, CITY/STATE, PHONE
218
KEY IN ODOMETER READING, HUB/HOUR READING, SHOP REP.
220
CHOOSE VENDOR PAYMENT TYPE
222
KEY IN INVOICE TAX
224
KEY IN INVOICE TOTAL
226
KEY IN INVOICE NUMBER
228
CHOOSE FAILURE ATA CODE
230
CLICK SAVE
232
KEY IN COMMENTS
234
KEY IN APPROVAL NAME, AMOUNT, P.O. NUMBER
236
KEY IN TOTAL PARTS, LABOR, OUTSIDE PART, TOTAL OTHER, LABOR RATE/HR
238
KEY IN LABOR HOURS, SUPPLIES, FAILED PART DESCRIPTION
240
KEY IN FAILED PART POSITION, MODIFIED BY, MODIFY DATE
CHOOSE WORK CODE, ATA MAJOR, ATA MINOR
242
KEY IN QUANTITY, DESCRIPTION, REQUESTED AMOUNT & AUTHORIZED AMOUNT
244

FIG. 8

FIG. 9

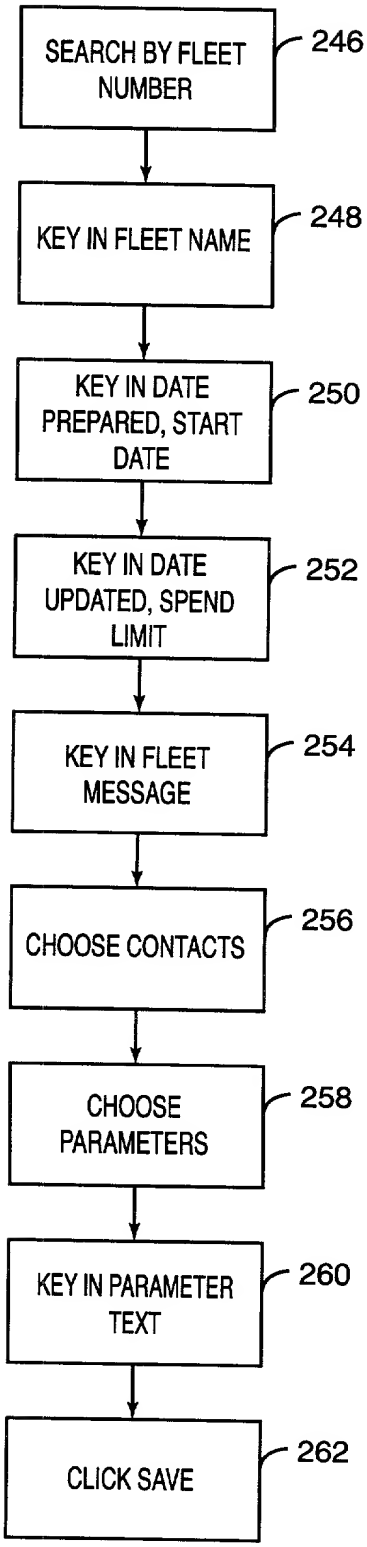
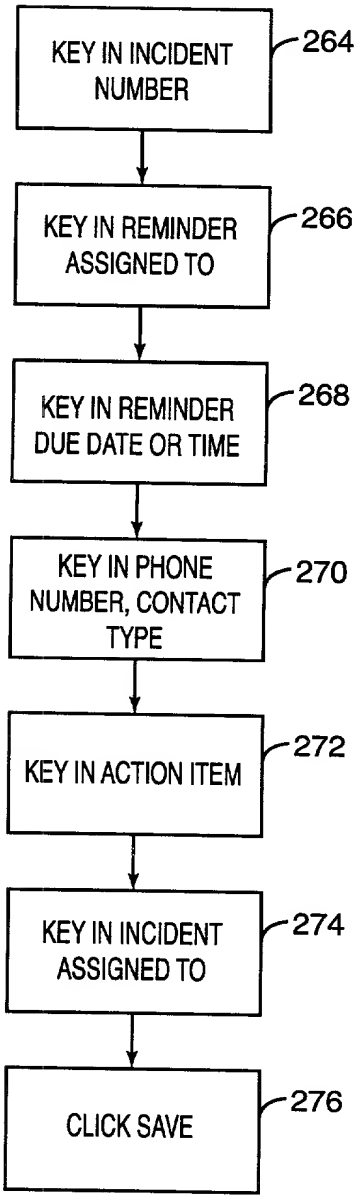

SEARCH BY FLEET NUMBER
246
KEY IN FLEET NAME
248
KEY IN DATE PREPARED, START DATE
250
KEY IN DATE UPDATED, SPEND LIMIT
252
KEY IN FLEET MESSAGE
254
CHOOSE CONTACTS
256
CHOOSE PARAMETERS
258
KEY IN PARAMETER TEXT
260
CLICK SAVE
262

FIG. 10


KEY IN INCIDENT NUMBER
264
KEY IN REMINDER ASSIGNED TO
266
KEY IN REMINDER DUE DATE OR TIME
268
KEY IN PHONE NUMBER, CONTACT TYPE
270
KEY IN ACTION ITEM
272
KEY IN INCIDENT ASSIGNED TO
274
CLICK SAVE
276

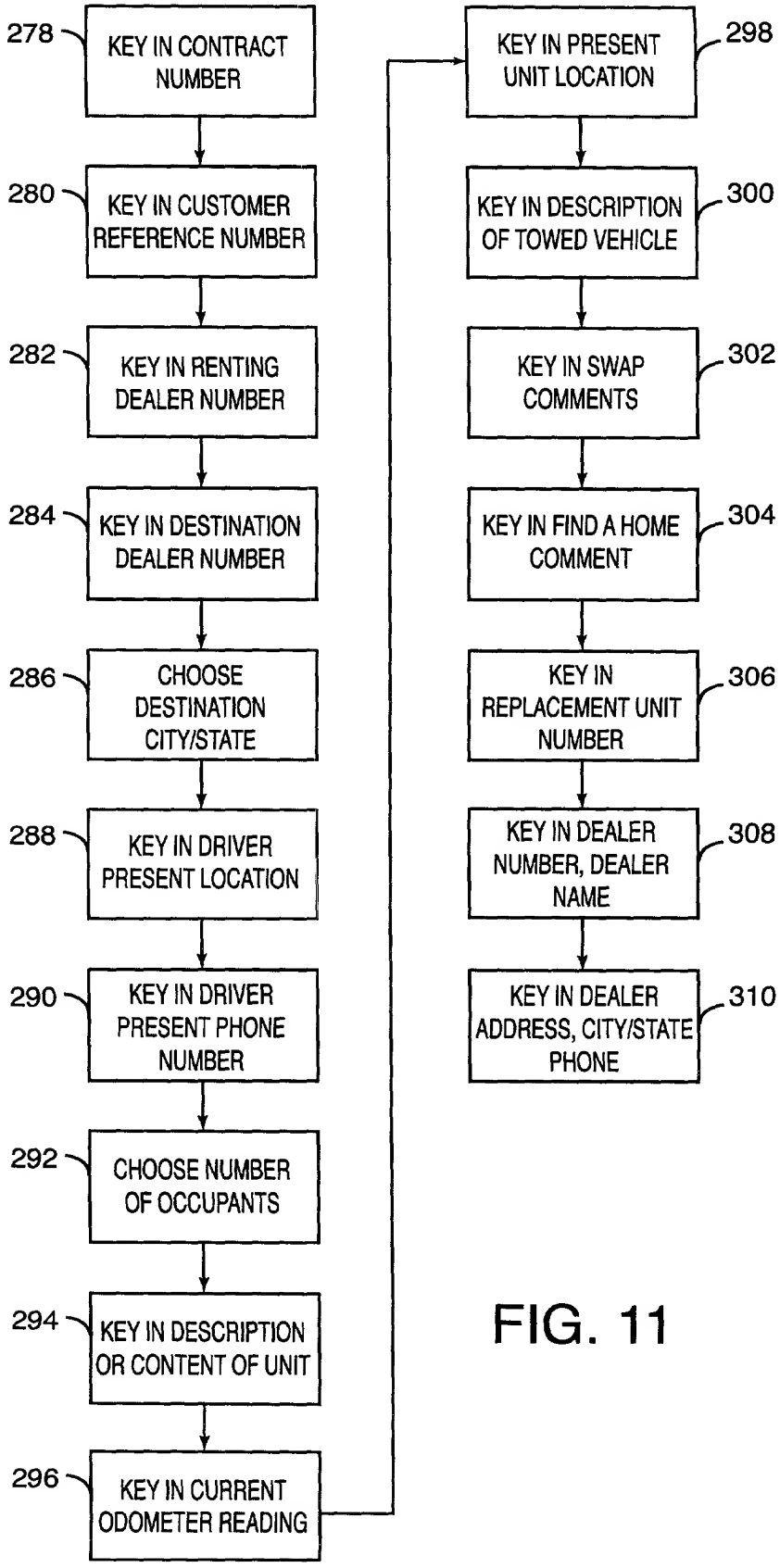

278
KEY IN CONTRACT NUMBER
280
KEY IN CUSTOMER REFERENCE NUMBER
282
KEY IN RENTING DEALER NUMBER
284
KEY IN DESTINATION DEALER NUMBER
286
CHOOSE DESTINATION CITY/STATE
288
KEY IN DRIVER PRESENT LOCATION
290
KEY IN DRIVER PRESENT PHONE NUMBER
292
CHOOSE NUMBER OF OCCUPANTS
294
KEY IN DESCRIPTION OR CONTENT OF UNIT
296
KEY IN CURRENT ODOMETER READING
298
KEY IN PRESENT UNIT LOCATION
300
KEY IN DESCRIPTION OF TOWED VEHICLE
302
KEY IN SWAP COMMENTS
304
KEY IN FIND A HOME COMMENT
306
KEY IN REPLACEMENT UNIT NUMBER
308
KEY IN DEALER NUMBER, DEALER NAME
310
KEY IN DEALER ADDRESS, CITY/STATE PHONE

FIG. 11

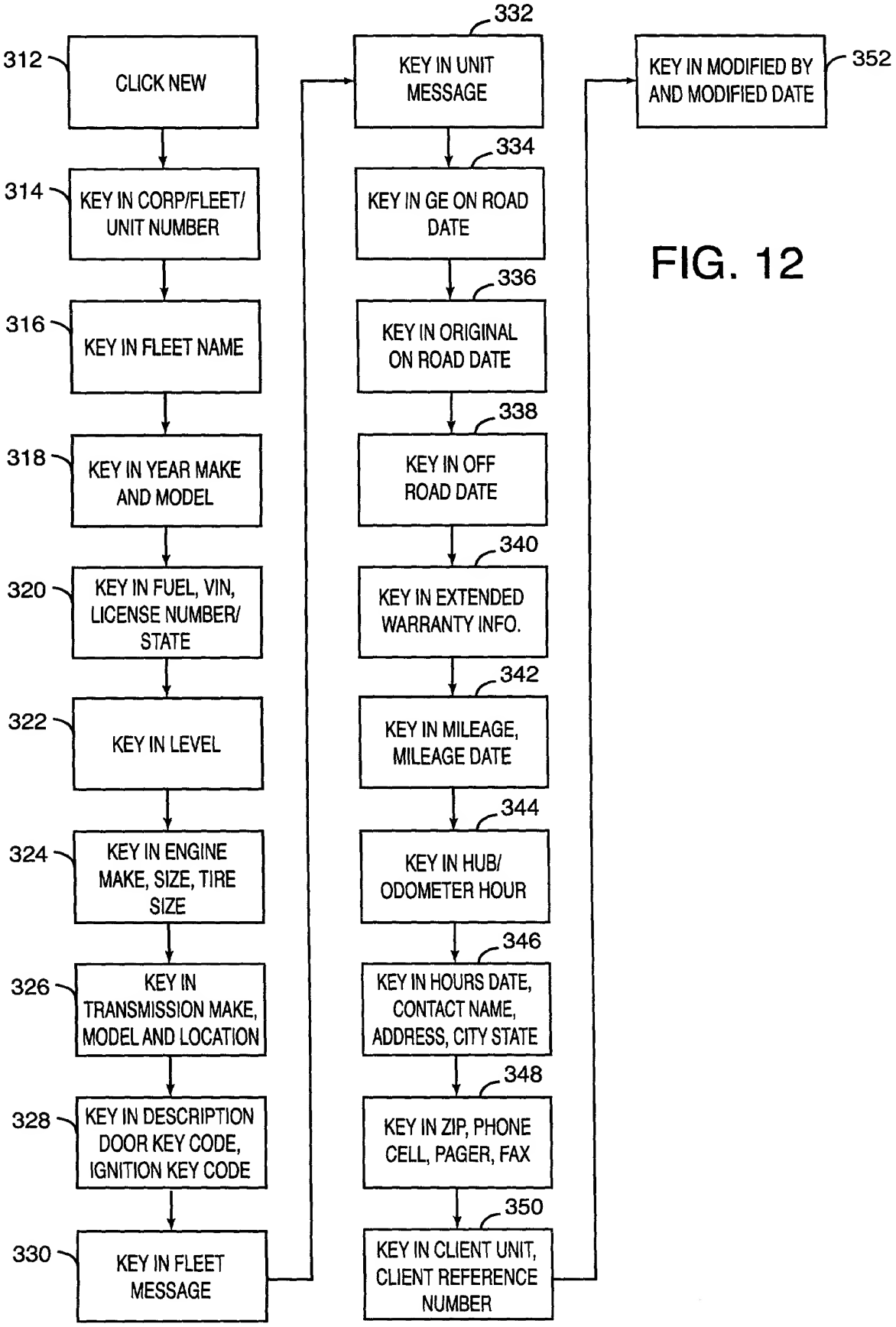

312
CLICK NEW
314
KEY IN CORP/FLEET/ UNIT NUMBER
316
KEY IN FLEET NAME
318
KEY IN YEAR MAKE AND MODEL
320
KEY IN FUEL, VIN, LICENSE NUMBER/ STATE
322
KEY IN LEVEL
324
KEY IN ENGINE MAKE, SIZE, TIRE SIZE
326
KEY IN TRANSMISSION MAKE, MODEL AND LOCATION
328
KEY IN DESCRIPTION DOOR KEY CODE, IGNITION KEY CODE
330
KEY IN FLEET MESSAGE
332
KEY IN UNIT MESSAGE
334
KEY IN GE ON ROAD DATE
336
KEY IN ORIGINAL ON ROAD DATE
338
KEY IN OFF ROAD DATE
340
KEY IN EXTENDED WARRANTY INFO.
342
KEY IN MILEAGE, MILEAGE DATE
344
KEY IN HUB/ ODOMETER HOUR
346
KEY IN HOURS DATE, CONTACT NAME, ADDRESS, CITY STATE
348
KEY IN ZIP, PHONE CELL, PAGER, FAX
350
KEY IN CLIENT UNIT, CLIENT REFERENCE NUMBER
352
KEY IN MODIFIED BY AND MODIFIED DATE

FIG. 12

FIG. 13

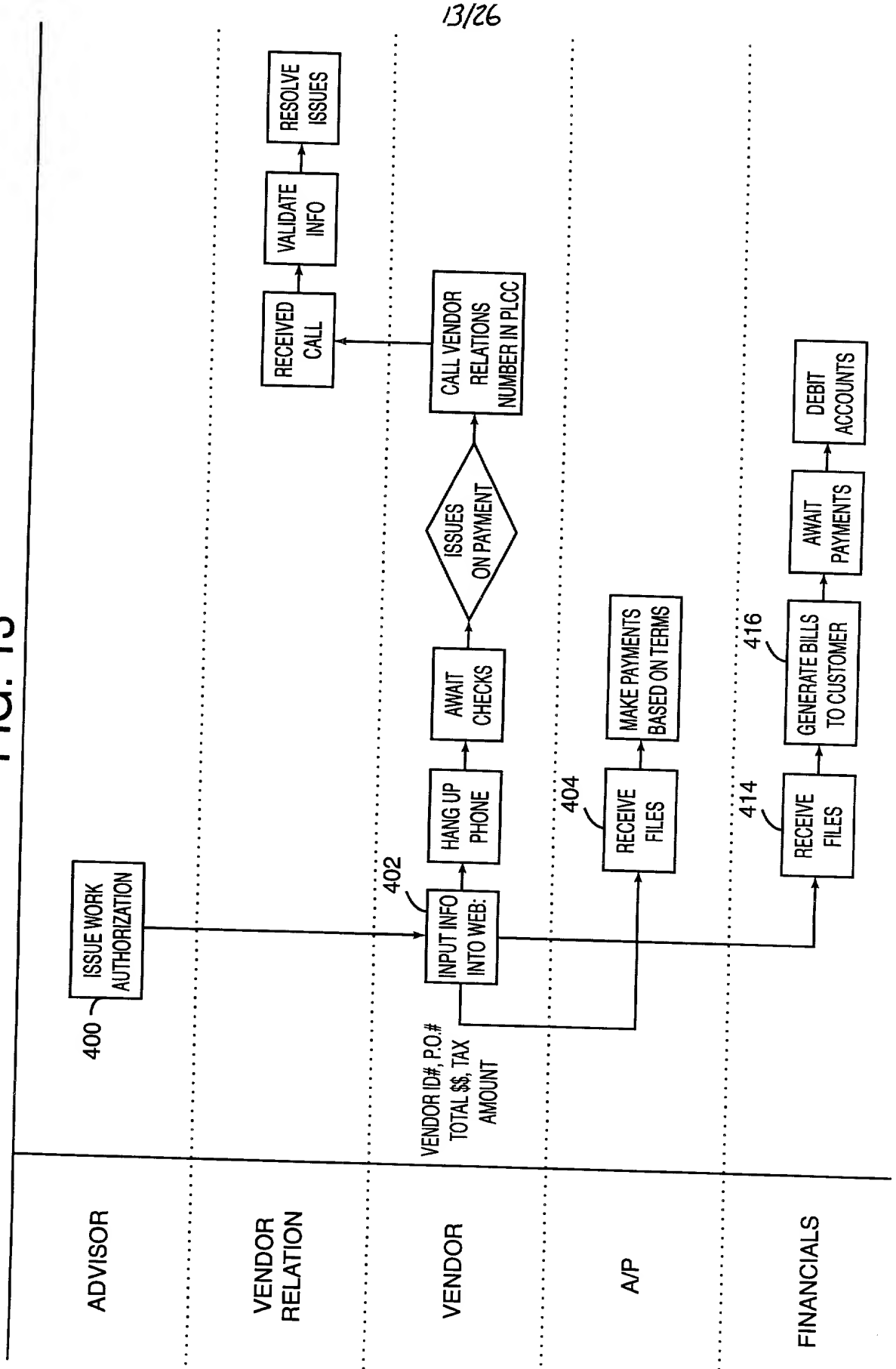

ADVISOR
VENDOR RELATION
VENDOR
A/P
FINANCIALS
400
ISSUE WORK AUTHORIZATION
402
INPUT INFO INTO WEB:
VENDOR ID#, P.O.# TOTAL $$, TAX AMOUNT
HANG UP PHONE
AWAIT CHECKS
ISSUES ON PAYMENT
CALL VENDOR RELATIONS NUMBER IN PLCC
RECEIVED CALL
VALIDATE INFO
RESOLVE ISSUES
404
RECEIVE FILES
MAKE PAYMENTS BASED ON TERMS
414
RECEIVE FILES
416
GENERATE BILLS TO CUSTOMER
AWAIT PAYMENTS
DEBIT ACCOUNTS

FIG. 14

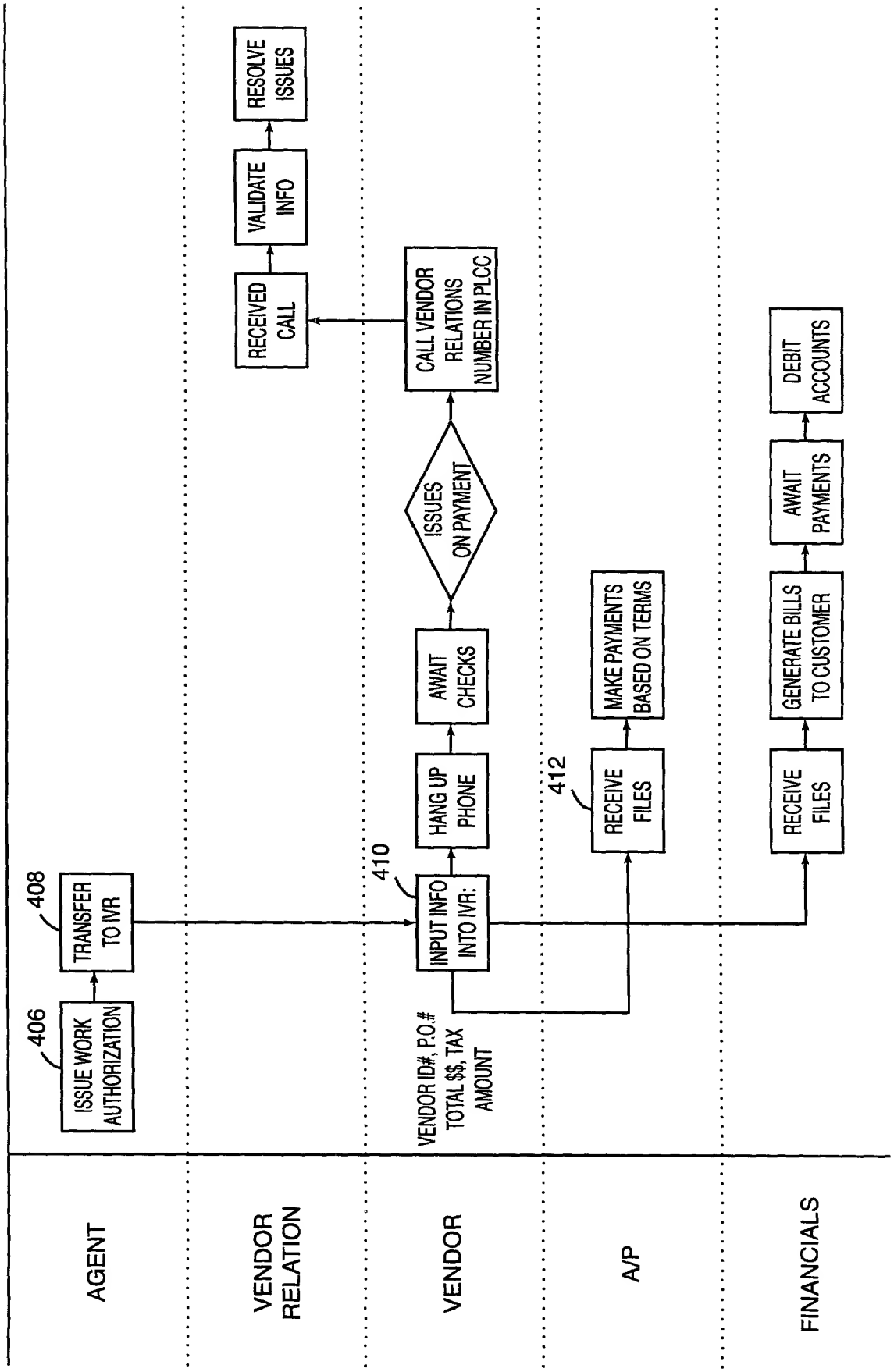

AGENT
VENDOR RELATION
VENDOR
A/P
FINANCIALS
406
ISSUE WORK AUTHORIZATION
408
TRANSFER TO IVR
410
INPUT INFO INTO IVR:
VENDOR ID#, P.O.#
TOTAL $$, TAX AMOUNT
HANG UP PHONE
AWAIT CHECKS
ISSUES ON PAYMENT
CALL VENDOR RELATIONS NUMBER IN PLCC
RECEIVED CALL
VALIDATE INFO
RESOLVE ISSUES
412
RECEIVE FILES
MAKE PAYMENTS BASED ON TERMS
RECEIVE FILES
GENERATE BILLS TO CUSTOMER
AWAIT PAYMENTS
DEBIT ACCOUNTS

FIG. 15

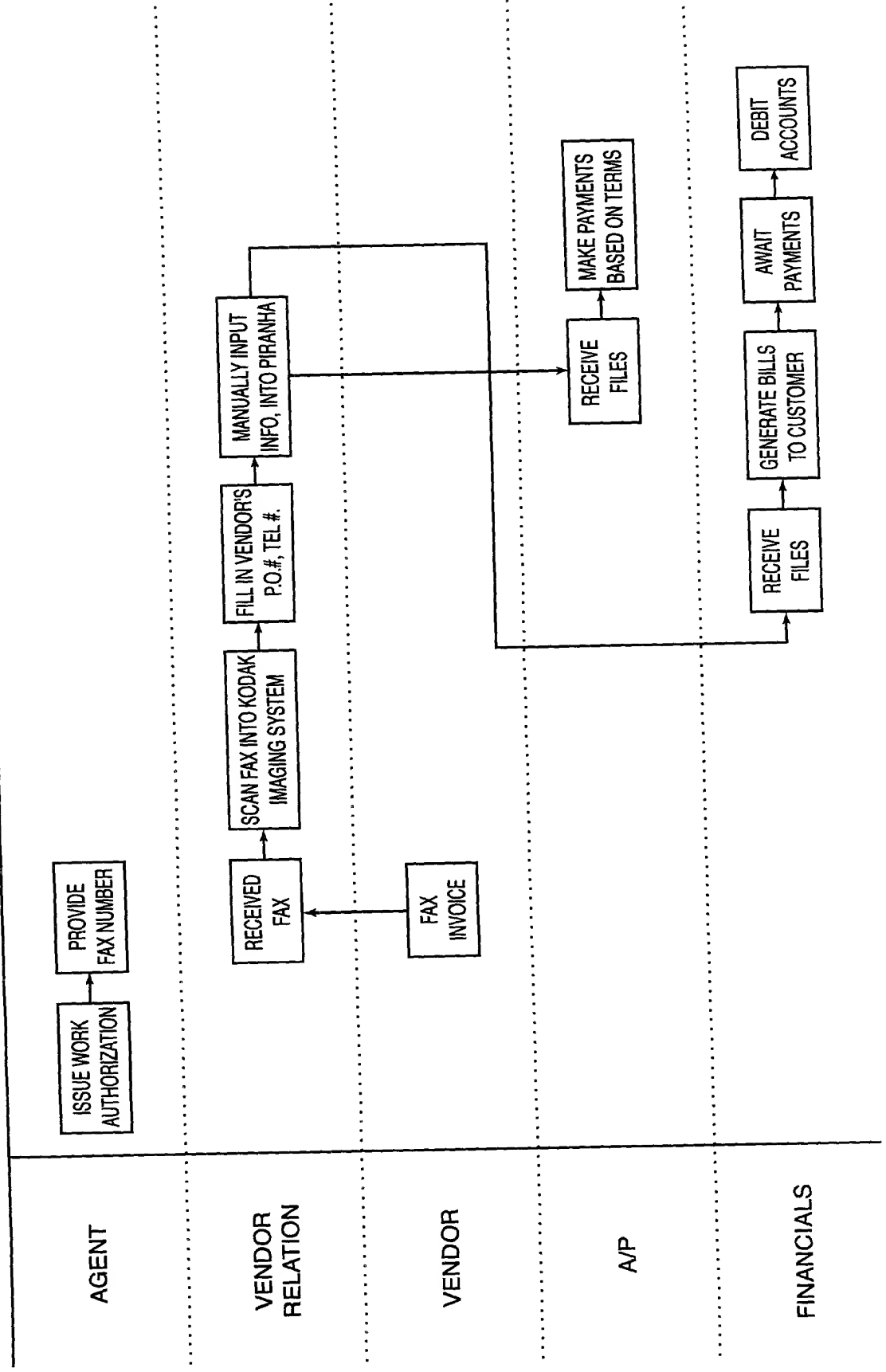
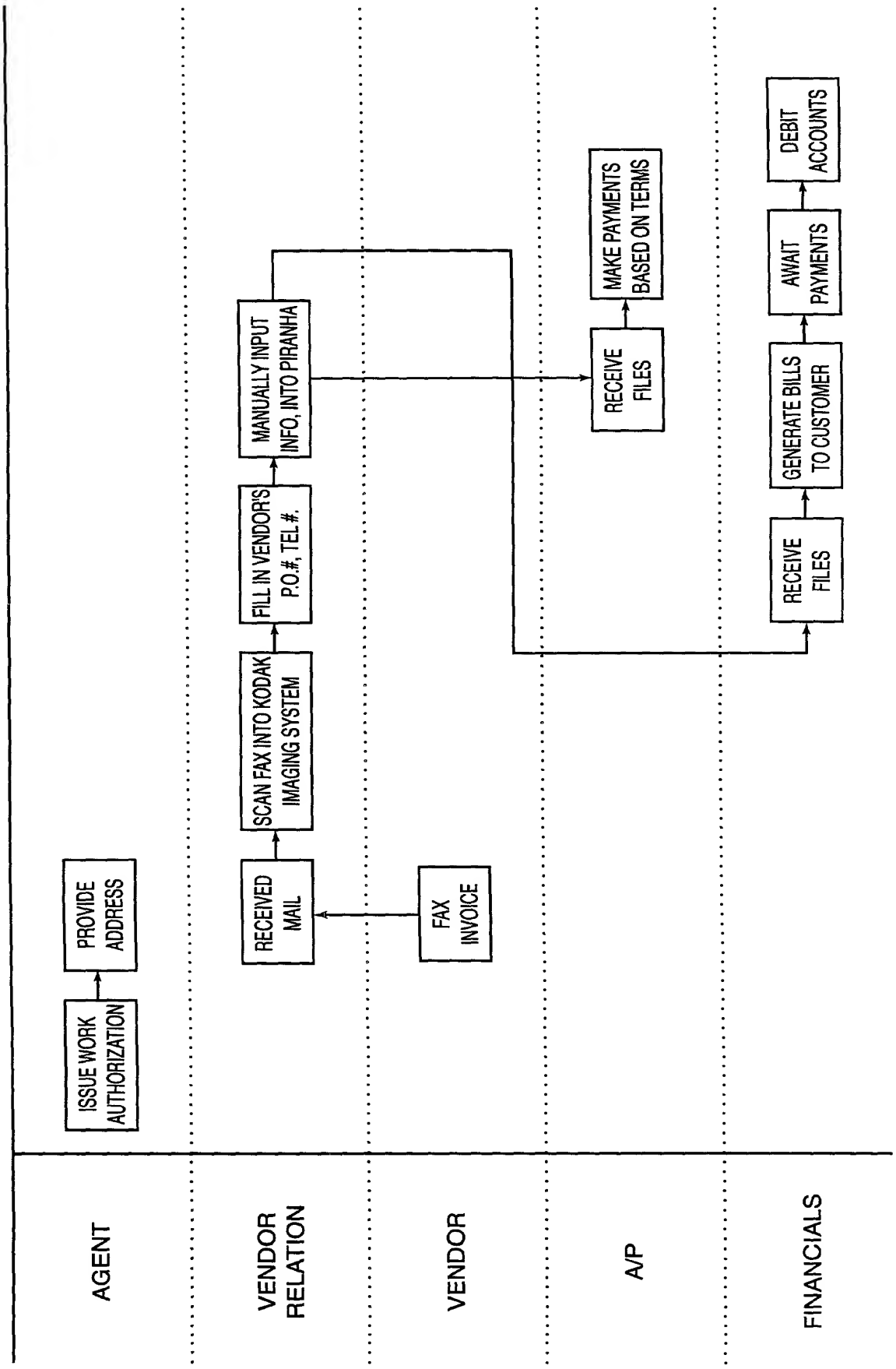

AGENT
VENDOR RELATION
VENDOR
A/P
FINANCIALS
ISSUE WORK AUTHORIZATION
PROVIDE FAX NUMBER
RECEIVED FAX
FAX INVOICE
SCAN FAX INTO KODAK IMAGING SYSTEM
FILL IN VENDOR'S P.O.#, TEL #.
MANUALLY INPUT INFO, INTO PIRANHA
RECEIVE FILES
MAKE PAYMENTS BASED ON TERMS
RECEIVE FILES
GENERATE BILLS TO CUSTOMER
AWAIT PAYMENTS
DEBIT ACCOUNTS

FIG. 16


AGENT
VENDOR RELATION
VENDOR
A/P
FINANCIALS
ISSUE WORK AUTHORIZATION
PROVIDE ADDRESS
RECEIVED MAIL
FAX INVOICE
SCAN FAX INTO KODAK IMAGING SYSTEM
FILL IN VENDORS P.O.#, TEL #.
MANUALLY INPUT INFO, INTO PIRANHA
RECEIVE FILES
MAKE PAYMENTS BASED ON TERMS
RECEIVE FILES
GENERATE BILLS TO CUSTOMER
AWAIT PAYMENTS
DEBIT ACCOUNTS

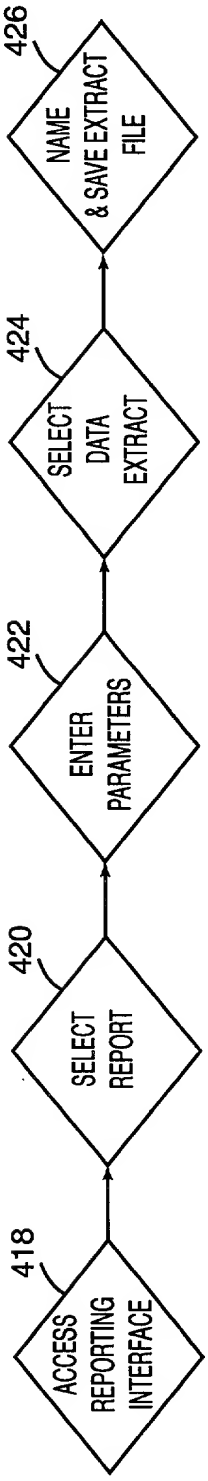


FIG. 17

REPORTING

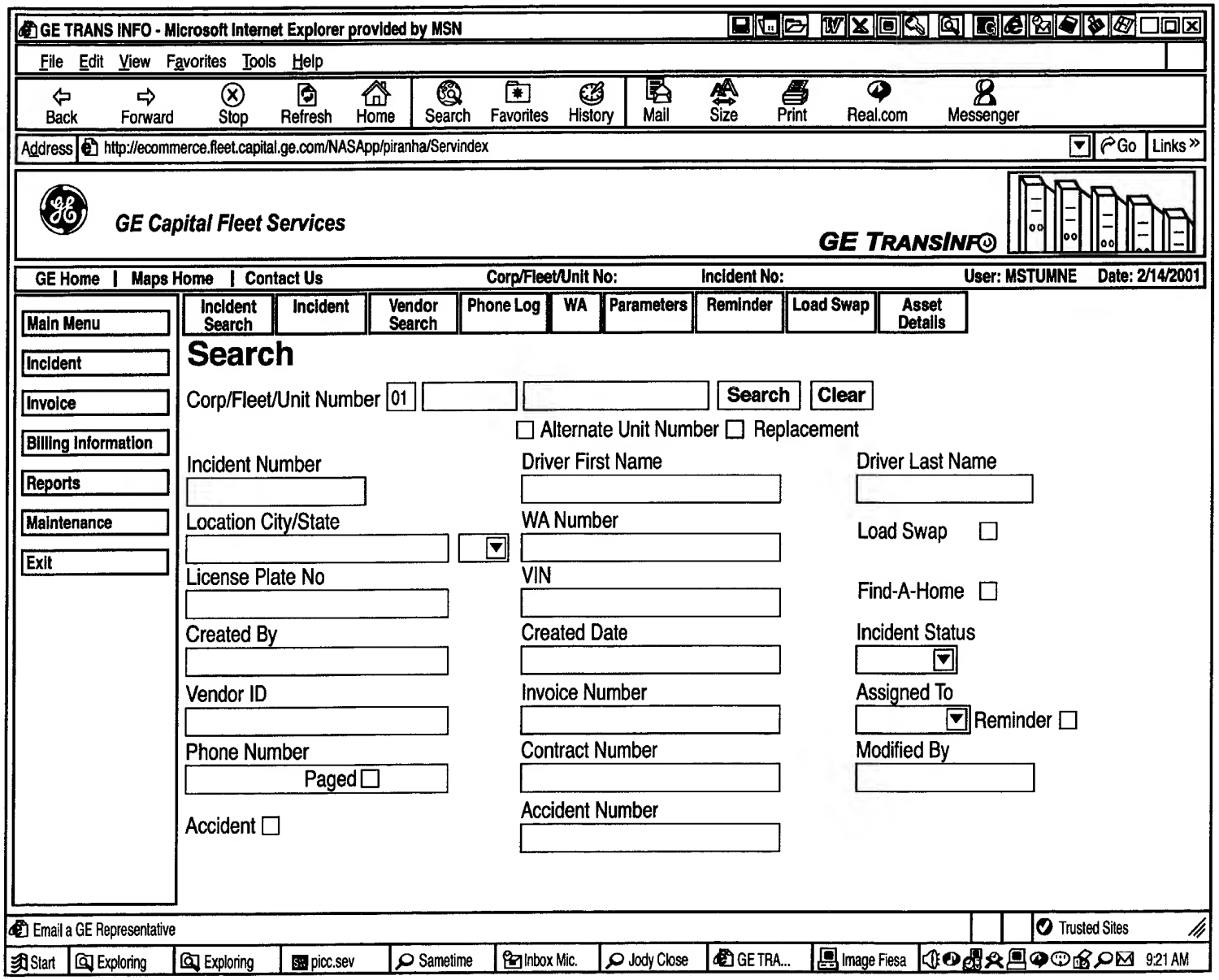


FIG. 18

18/26

Applicant: Mark Stumne
Title: Method and System for Emergency Assistance Management
Appln No. 09/841,842

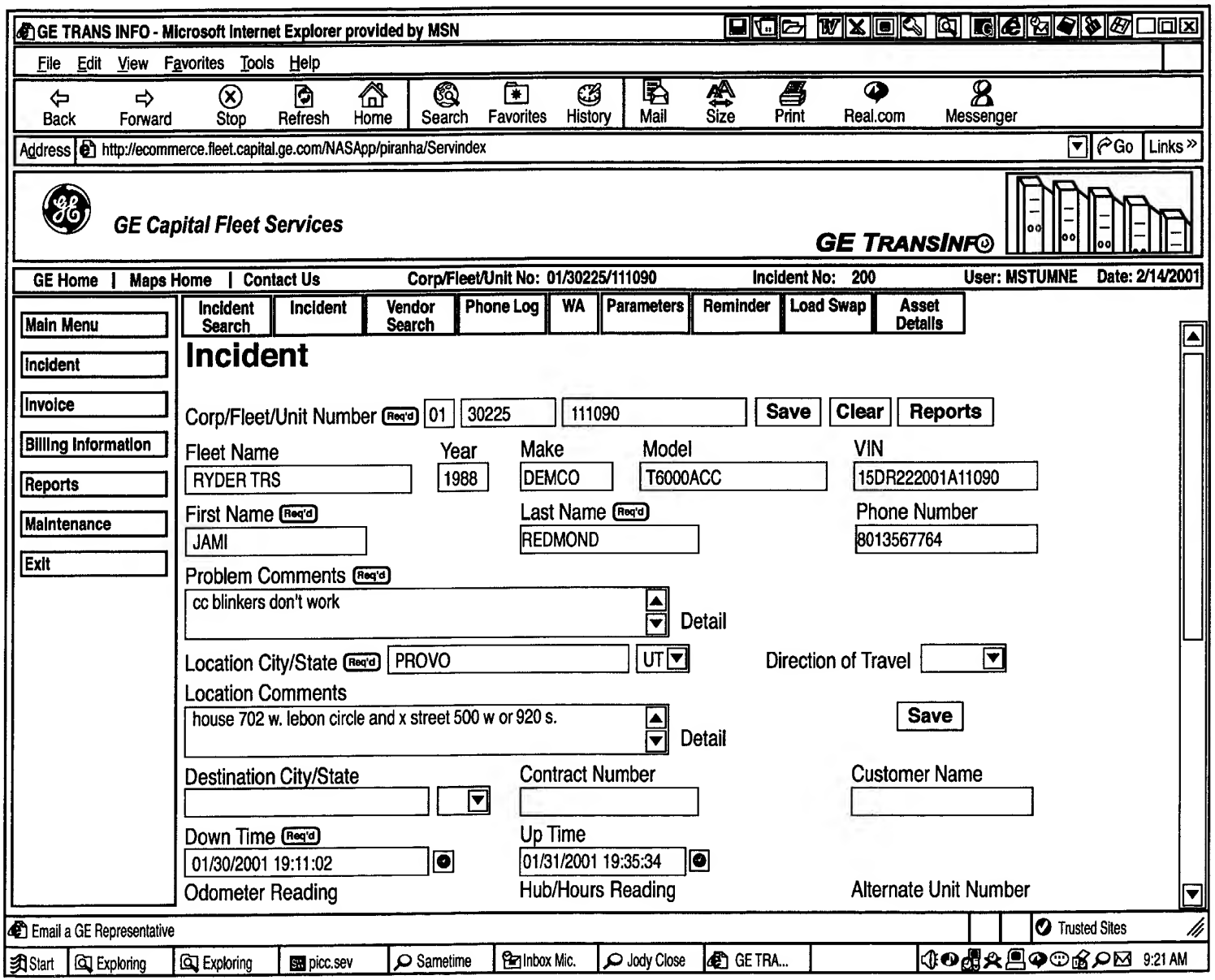


FIG. 19

19/26

Applicant: Mark Stumne
Title: Method and System for Emergency Assistance Management
Appln No. 09/841,842

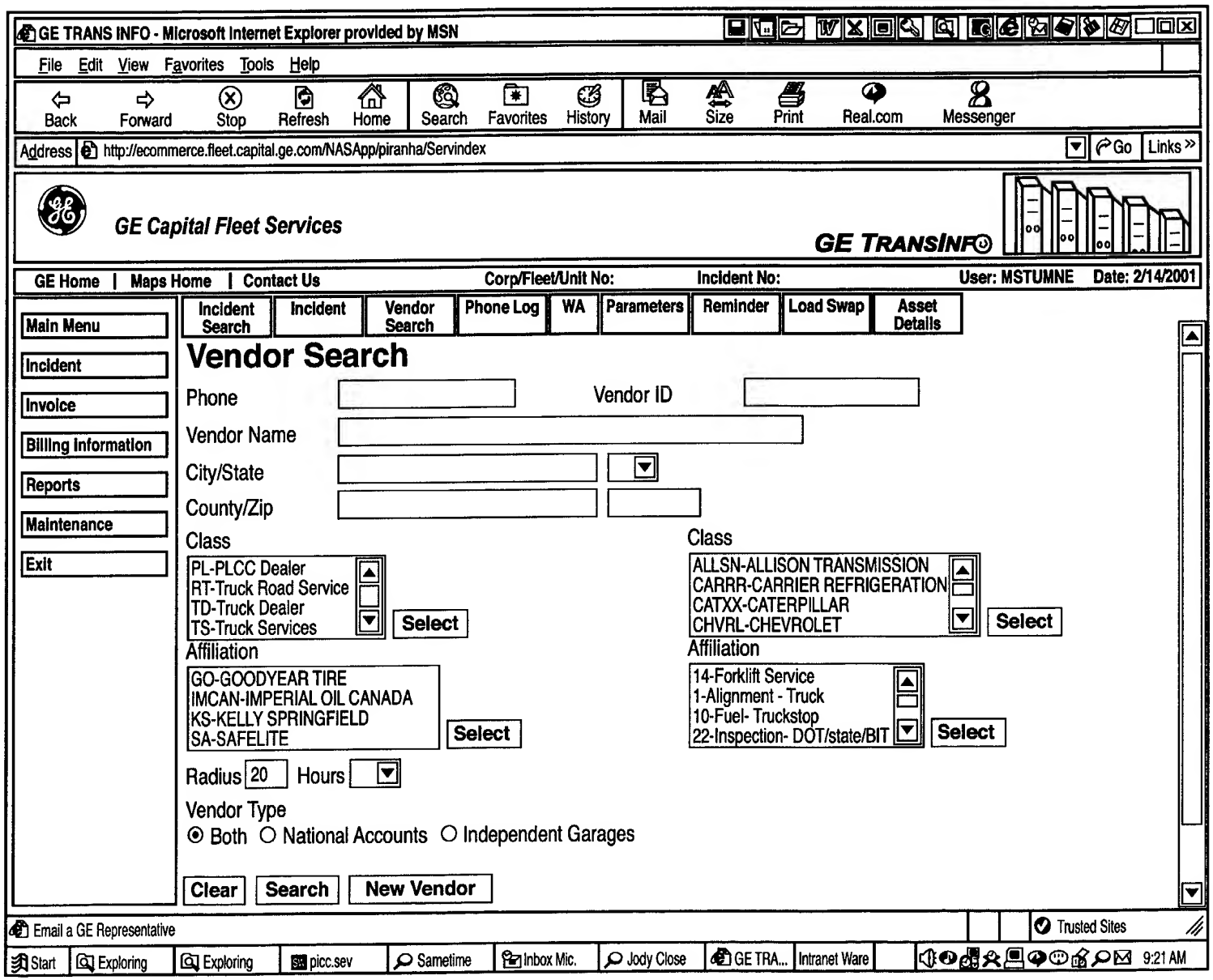
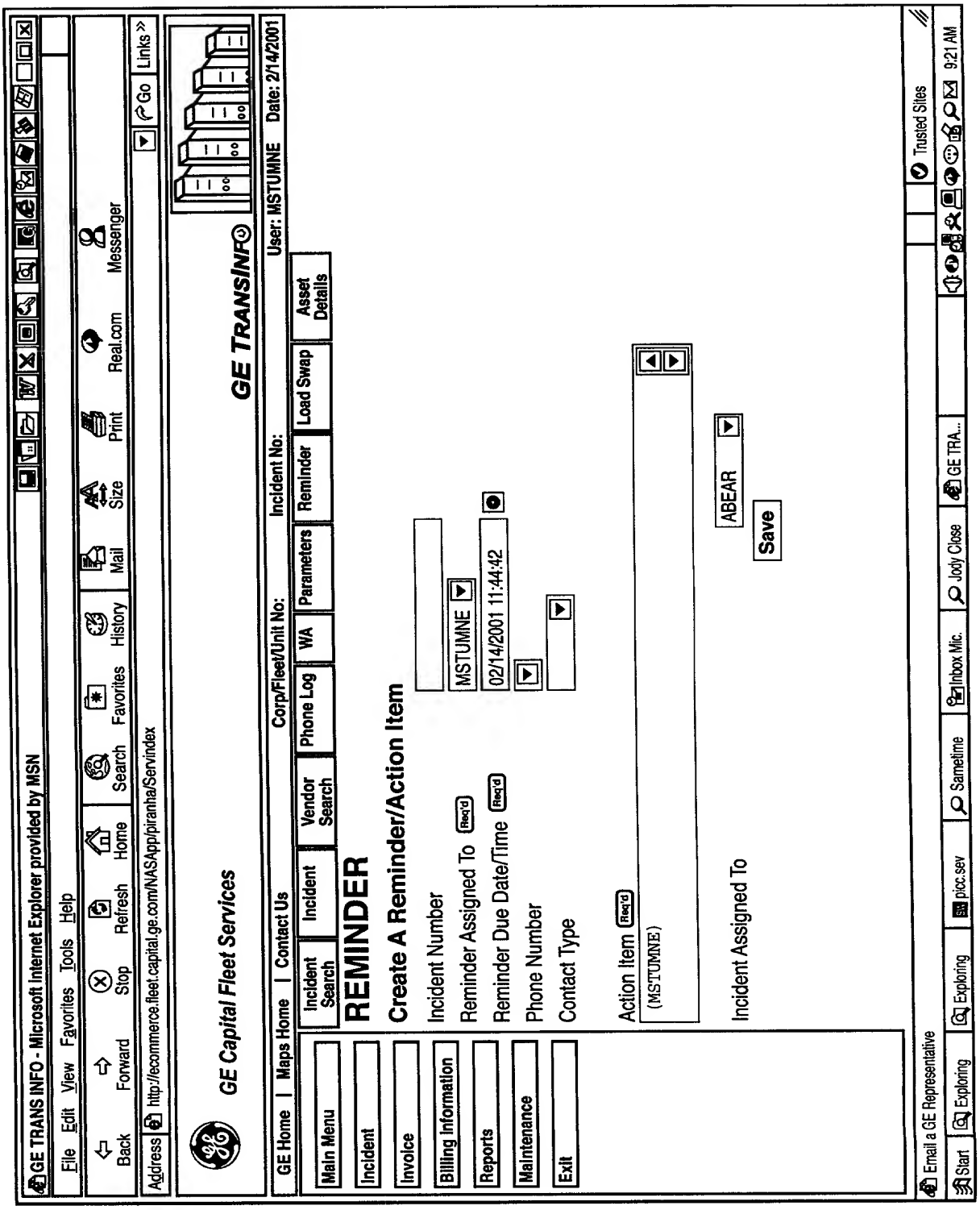

GE TRANS INFO - Microsoft Internet Explorer provided by MSN
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Size Print Real.com Messenger
Address http://ecommerce.fleet.capital.ge.com/NASApp/piranha/Servindex
Go Links
GE Capital Fleet Services
GE TRANSINFO
GE Home | Maps Home | Contact Us
Corp/Fleet/Unit No:
Incident No:
User: MSTUMNE Date: 2/14/2001
Main Menu
Incident
Invoice
Billing Information
Reports
Maintenance
Exit
Incident Search
Incident
Vendor Search
Phone Log
WA
Parameters
Reminder
Load Swap
Asset Details
Vendor Search
Phone
Vendor ID
Vendor Name
City/State
County/Zip
Class
PL-PLCC Dealer
RT-Truck Road Service
TD-Truck Dealer
TS-Truck Services
Select
Class
ALLSN-ALLISON TRANSMISSION
CARRR-CARRIER REFRIGERATION
CATXX-CATERPILLAR
CHVRL-CHEVROLET
Select
Affiliation
GO-GOODYEAR TIRE
IMCAN-IMPERIAL OIL CANADA
KS-KELLY SPRINGFIELD
SA-SAFELITE
Select
Affiliation
14-Forklift Service
1-Alignment - Truck
10-Fuel- Truckstop
22-Inspection- DOT/state/BIT
Select
Radius 20 Hours
Vendor Type
Both National Accounts Independent Garages
Clear
Search
New Vendor
Email a GE Representative
Trusted Sites
Start Exploring Exploring picc.sev Sametime Inbox Mic. Jody Close GE TRA... Intranet Ware 9:21 AM

FIG. 20

FIG. 21


GE TRANS INFO - Microsoft Internet Explorer provided by MSN
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Size Print Real.com Messenger
Address http://ecommerce.fleet.capital.ge.com/NASApp/piranha/Servlndex
GE Capital Fleet Services
GE TRANSINFO
GE Home | Maps Home | Contact Us
Corp/Fleet/Unit No:
Incident No:
User: MSTUMNE Date: 2/14/2001
Main Menu
Incident
Invoice
Billing Information
Reports
Maintenance
Exit
Incident Search
Incident
Vendor Search
Phone Log
WA
Parameters
Reminder
Load Swap
Asset Details
REMINDER
Create A Reminder/Action Item
Incident Number
Reminder Assigned To
MSTUMNE
Reminder Due Date/Time
02/14/2001 11:44:42
Phone Number
Contact Type
Action Item
(MSTUMNE)
Incident Assigned To
ABEAR
Save
Email a GE Representative
Start
Exploring
Exploring
picc.sev
Sametime
Inbox Mic.
Jody Close
GE TRA...
Trusted Sites
9:21 AM

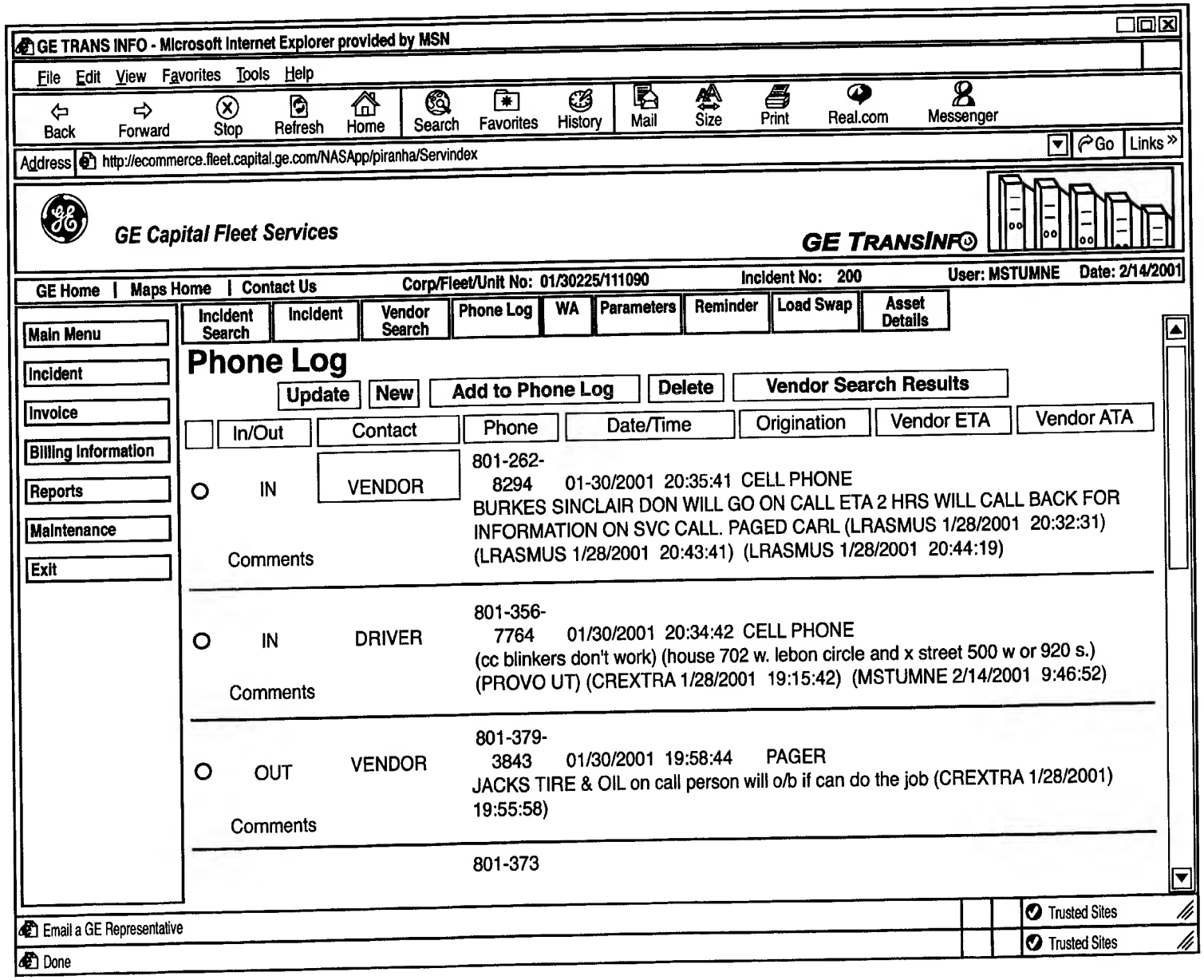


FIG. 22

Applicant: Mark Stumne
Title: Method and System for Emergency Assistance Management
Appln No. 09/841,842

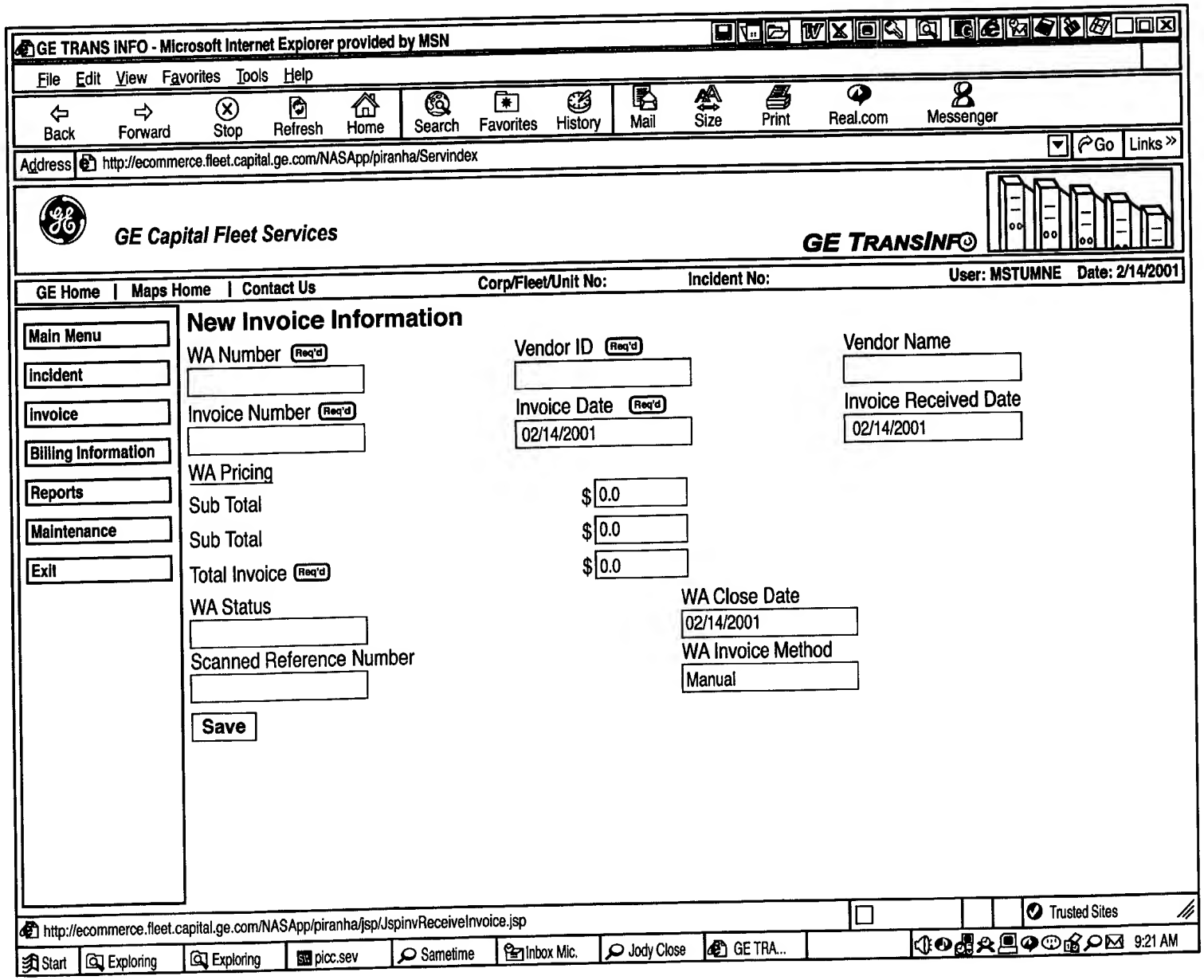


FIG. 23

Applicant: Mark Stumne
Title: Method and System for Emergency Assistance Management
Appln No. 09/841,842

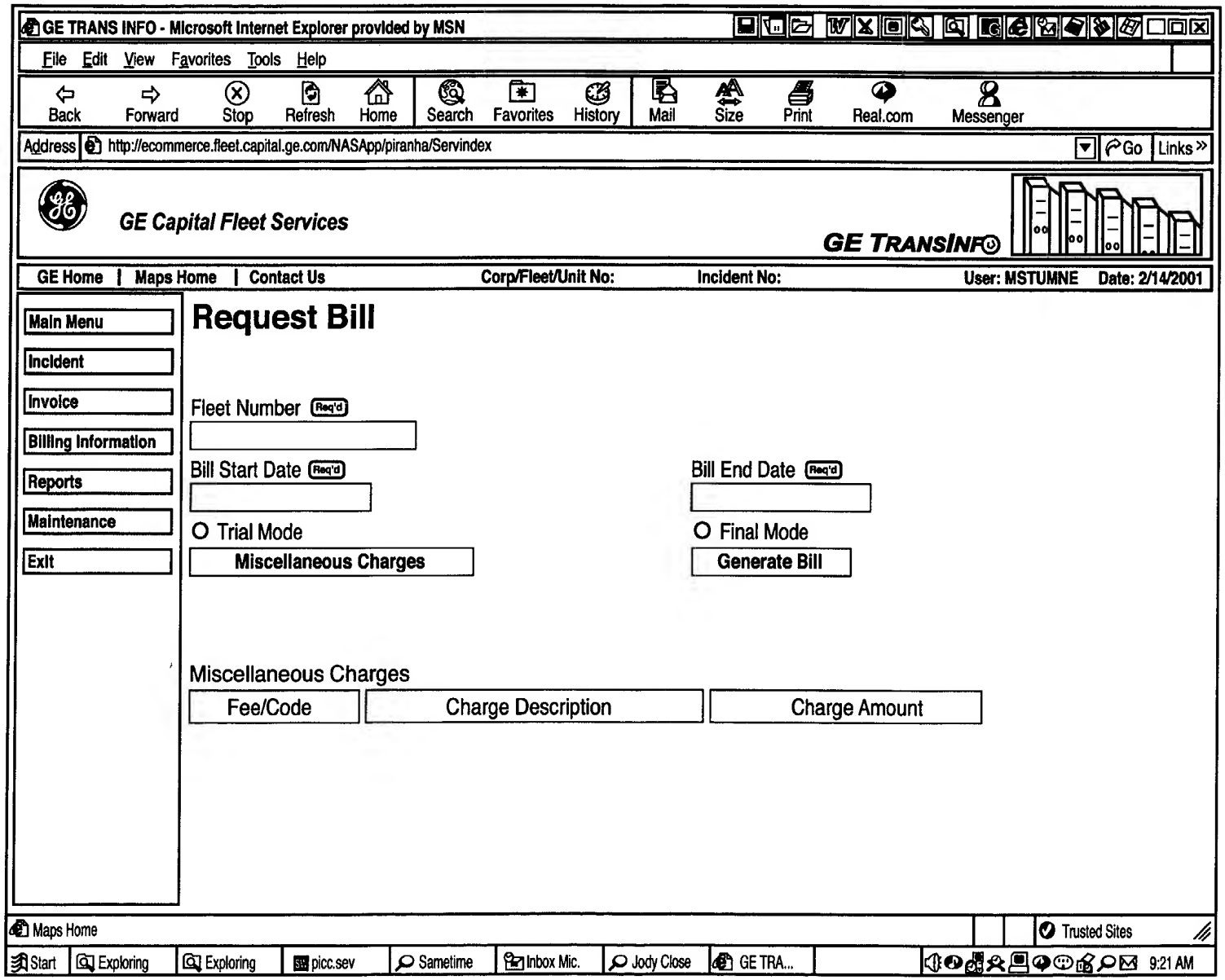


FIG. 24

Applicant: Mark Stumne
Title: Method and System for Emergency Assistance Management
Appln No. 09/841,842

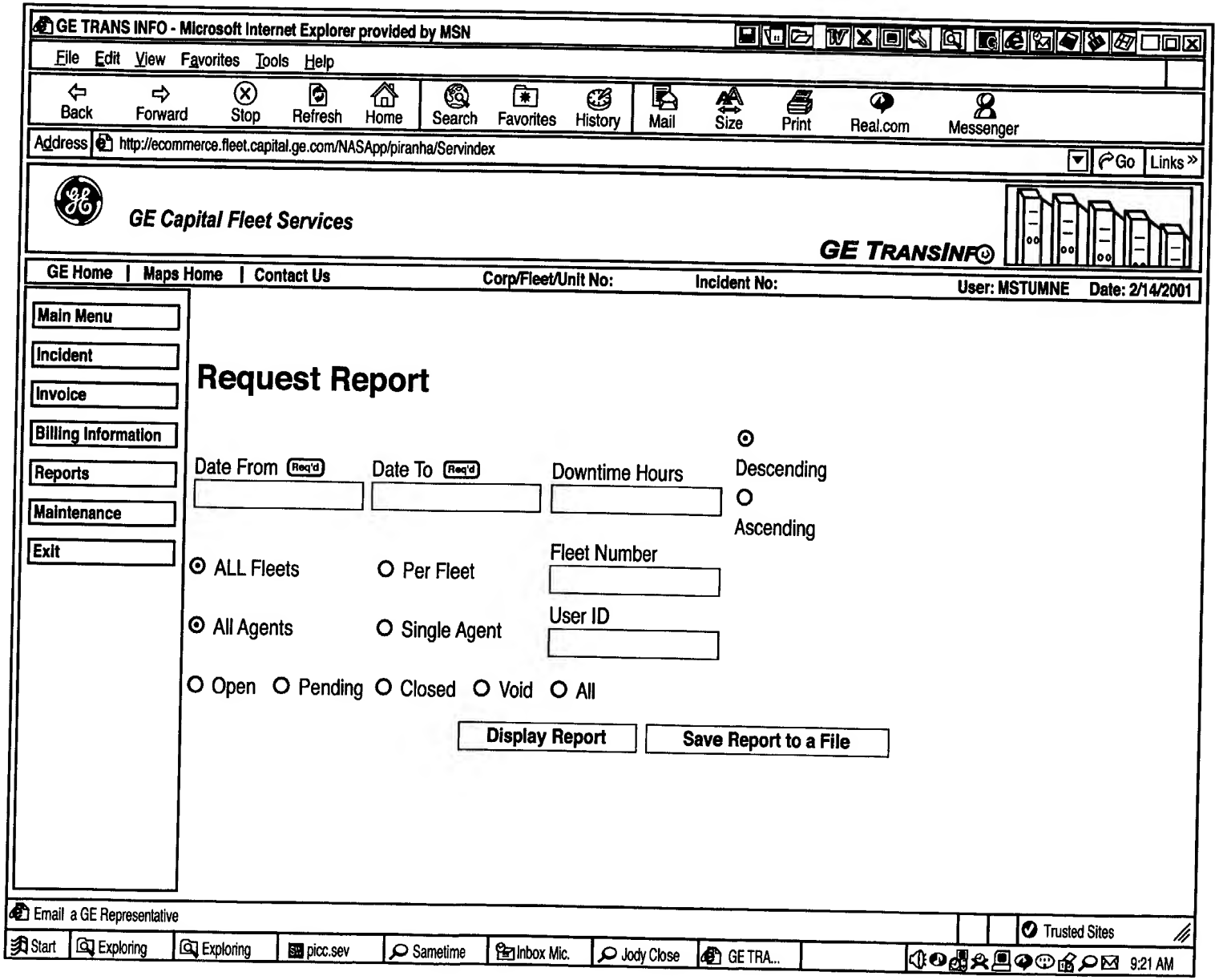
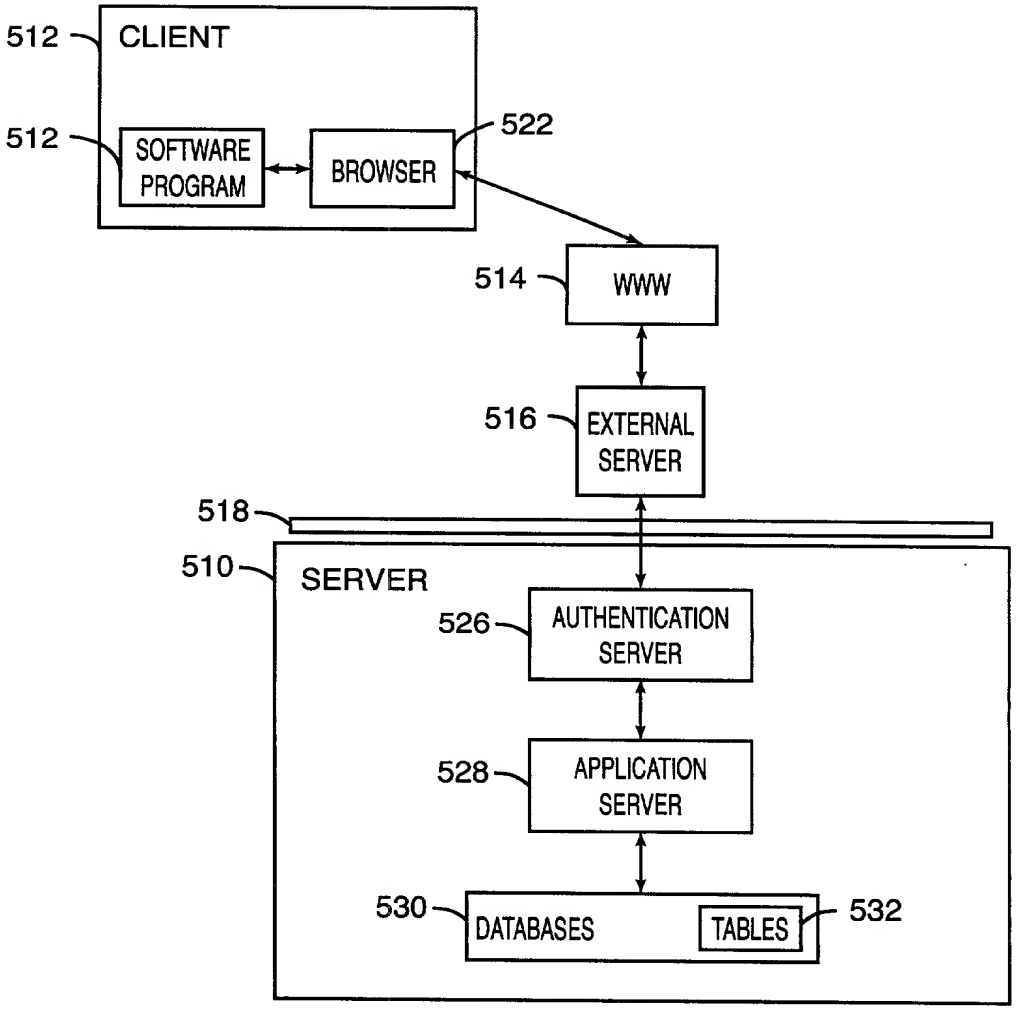


FIG. 25

Applicant: Mark Stumne
Title: Method and System for Emergency Assistance Management
Appln No. 09/841,842

FIG. 26


512
CLIENT
512
SOFTWARE PROGRAM
BROWSER
522
514
WWW
516
EXTERNAL SERVER
518
510
SERVER
526
AUTHENTICATION SERVER
528
APPLICATION SERVER
530
DATABASES
TABLES
532